

Ocker Hill Infant and Nursery School

Compliments and Complaints Procedure

Principles of Procedure

Compliments

It is important that individuals let us know when we have got it right so we can celebrate our successes. We share and keep all compliments and thanks.

We are continually striving to improve and gain ideas from children/parents/staff feedback using questionnaires. We aim to follow up as quickly as possible upon areas on improvement and thank you for your compliments.

Complaints

It is important that you let us know straight away if you have a concern. We are all approachable at any time of the day. Please discuss your initial concern with the class teacher where applicable. On occasions, you may need to inform the Head Teacher immediately.

We follow the Local Authorities School Complaints Procedure.